



S T A T E O F M A R Y L A N D

DEPARTMENT OF INFORMATION TECHNOLOGY

MARTIN O'MALLEY
Governor

ANTHONY BROWN
Lieutenant Governor

ELLIOT SCHLANGER
Secretary

July 1, 2011

The Honorable Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, Room TW-B204
Washington, DC 20554

Dear Secretary Dortch,

In accordance with CG Docket No. 03-123 and Public Notice DA 11-1075 Released: June 20, 2011, the State of Maryland Department of Information Technology is submitting the Annual Consumer Complaint Log Summary review for the 12-month period ending May 31, 2011.

From June 1, 2010, to May 31, 2011, Maryland Relay processed 1,572,657.30 minutes of service and Maryland Captioned Telephone Relay processed 586,071.10 minutes of service.

The total number of Maryland calls, by call type:

Traditional Telecommunication Relay Service (TRS)	487,403
Speech To Speech (STS)	5,841
Captioned Telephone	200,676

The following logs document customer complaints and contacts for the reporting period:

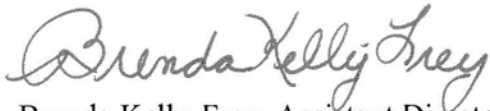
- Attachment 1: June 2010-May 2011 Yearly Commission Report for TRS as recorded by Hamilton Relay and verified by Telecommunication Access of Maryland (TAM), recorded complaints and customer contacts.
- Attachment 2: Maryland June 2010-May 2011 Captioned Telephone Customer Service Summary as recorded by Hamilton Relay

While there were no complaints formally filed with the FCC during this reporting period, Maryland Relay continues to work with the FCC to clarify or resolve issues related to 47 CFR Part 64 as they arise.

Hamilton Relay's contract as the provider of Maryland TRS and Captioned Telephone Service began on June 1, 2007. The contract term is five years and will expire on May 31, 2012.

For questions or comments, please feel free to contact me at (410) 767-5891 or Brenda.Kelly-Frey@doit.state.md.us.

Sincerely,



Brenda Kelly-Frey, Assistant Director
Telecommunications Access of Maryland
Department of Information Technology

cc: Arlene Alexander, Federal Communications Commission
Elliot Schlanger, Secretary, Department of Information Technology
Stacia Cropper, Deputy State CIO, Department of Information Technology

Enclosures (2)

June 2010-May 2011 Yearly Commission Report

<i>Commendations--Compliments</i>	32
<i>Commendations—Total</i>	32
<i>Operational Complaints--Accuracy</i>	2
<i>Operational Complaints--Answer Performance</i>	7
<i>Operational Complaints--Attitude</i>	12
<i>Operational Complaints--Confidentiality</i>	1
<i>Operational Complaints--Failure to Comply</i>	11
<i>Operational Complaints--Failure to Follow Policy/Procedure</i>	1
<i>Operational Complaints--Typing Speed</i>	1
<i>Operational Complaints—Total</i>	35
<i>Other Customer Contacts--Refer to TAM</i>	8
<i>Other Customer Issues--Application Requests for MAT</i>	68
<i>Other Customer Issues--Customer Dialed Wrong Number</i>	2167
<i>Other Customer Issues--Inquiries / General Information</i>	314
<i>Other Customer Issues--Outreach Requests</i>	3
<i>Other Customer Issues--Profile -- Clarification</i>	2
<i>Other Customer Issues--Profile -- Miscellaneous</i>	1
<i>Other Customer Issues--Profile -- Set Up</i>	20
<i>Other Customer Issues--Profile -- Update / Change</i>	29
<i>Other Customer Issues--Request To Block Any Call From Relay</i>	6
<i>Other Customer Issues--Request To Test Customers' Call or</i>	56
<i>Other Customer Issues—Total</i>	2674
<i>Technical Complaints--Abruptly Disconnected Without Response</i>	1
<i>Technical Complaints--Billing</i>	25
<i>Technical Complaints--Technical Issues With 7-1-1 problem</i>	7
<i>Technical Complaints--Technical Issues With Equipment</i>	18
<i>Technical Complaints--Technical Issues With VCO</i>	11
<i>Technical Complaints—Total</i>	62
<i>Total Number of Inquiries</i>	2803

June 2010-May 2011 Captioned Yearly Commission Report

<i>CapTel Complaints--Accuracy</i>	13
<i>CapTel Complaints--Miscellaneous</i>	68
<i>CapTel Complaints--Speed of Connection</i>	28

Captioned Telephone Complaints- Total ***109***

<i>CapTel Inquiry--How Do I Place a Call?</i>	6
<i>CapTel Inquiry--Miscellaneous</i>	72
<i>CapTel Inquiry--Outreach</i>	1
<i>CapTel Inquiry--Request for CapTel Phone Number</i>	1
<i>CapTel Inquiry--Speed of Connection</i>	1

Captioned Inquiries- Total ***81***

<i>CapTel--Compliments</i>	21
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Compliments- Total ***21***

<i>CapTel--Other</i>	48
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Captioned Other --Total ***48***

Total TRS Captioned Telephone Calls ***60***

Total CTI Captioned Telephone Call ***199***

Total Number of Calls ***259***